

EMERGENCY PREPAREDNESS GUIDE

For Older Adults and Persons with Disabilities



CONTENTS

LANGUAGE INTERPRETATION

2

IMPORTANT NUMBERS

3

PREPARING AN EMERGENCY KIT

4

SHELTERING IN PLACE

6

PETS AND EMERGENCIES

6

**PAST EMERGENCIES THAT
IMPACTED MISSISSAUGA**

7

ACCESSIBILITY

8

TRANSIT OPTIONS

9

HOSPITAL LOCATIONS

9

NOTES

10

EMERGENCY CONTACT LIST

11

LANGUAGE INTERPRETATION

Language Interpretation of this Brochure

This brochure offers information about City and Regional services and a wide variety of leisure, arts, recreation and sports activities for all ages. Note: The languages listed on this page are based on Statistics Canada's total population by mother tongue for the top languages spoken in Mississauga at the time of printing. While this brochure is only available in English, interpretation of this brochure is available through the following agencies:

Arabic

هذه النشرة تقدم معلومات عن خدمات المدينة والمنطقة وأيضاً معلومات متنوعة عن الهوايات والفنون والرياضة والأنشطة المختلفة لكافة الأعمار. يمكنكم الاستفسار عن هذه النشرة من خلال المكاتب التالية.

Catholic Crosscultural Services 905-273-4140, www.ccspeel.org, Polycultural Immigrant & Community Services 905-403-8860, www.polycultural.org

Chinese (Cantonese, Mandarin)

『康樂手冊』是一本為男女老幼簡介於密市及皮爾區所提供的各類文娛康樂活動。若需要語言上的協助以了解有關本手冊的內容，請聯絡以下機構。

The Cross-Culture Community Service Association (Mississauga Office) 905-615-9500, www.tccsa.on.ca, Catholic Crosscultural Services 905-272-1703, www.ccspeel.org

French

Cette brochure donne l'information au sujet de la ville et des services offerts dans la région, dans le domaine des loisirs, des arts et des sports pour tous les âges. Pour avoir une traduction de ce document, contactez: **Dixie Bloor Neighbourhood Centre 905-629-1873, www.dixiebloor.ca**

Italian

Quest'opuscolo offre informazioni su servizi municipali e regionali, e su una vasta gamma di attività ricreative, artistiche e sportive per tutte le età. Per ulteriori chiarimenti circa il contenuto di questo opuscolo, si prega di rivolgersi ad una delle seguenti agenzie: **Malton Neighbourhood Services 905-677-6270, www.mnsinfo.org**

Polish (Interpretation also available in Russian)

W tym przewodniku znajdziecie Państwo informacje na temat usług miejskich i regionalnych oraz zajęć rekreacyjnych, sportowych i plastycznych oferowanych dla osób w każdym wieku. W celu uzyskania informacji w języku polskim proszę się zgłosić do jednej z niżej wymienionych organizacji: **Catholic Crosscultural Services 905-273-4140, www.ccspeel.org, Polycultural Immigrant & Community Services 905-403-8860, www.polycultural.org**

Portuguese

Esta brochura oferece informacoes sobre a grande variedade de actividades, e programas de recreo, para todas as idades, na nossa cidade e Regiao. A interpretacao desta brochura pode ser adquirida nas agencias seguintes: **Catholic Crosscultural Services 905-273-4140, www.ccspeel.org**

Punjabi (Interpretation also available in Hindi, Tamil)

ਇਸ ਪੱਤ੍ਰਕਾ ਵਿਚ ਸਾਰੇ ਪਰਿਵਾਰ ਲਈ, ਸ਼ਹਿਰ ਤੇ ਰੀਜ਼ਨ ਦੀਆਂ ਸੇਵਾਵਾਂ ਬਾਰੇ, ਵੇਹਲੇ ਸਮੇਂ ਦੇ ਮਨੋਰੰਜਨ, ਆਰਟਸ ਅਤੇ ਖੇਡਾਂ ਬਾਰੇ ਜਾਣਕਾਰੀ ਦਿੱਤੀ ਗਈ ਹੈ। ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਬੋਲੀ ਵਿਚ ਇਸ ਪੱਤ੍ਰਕਾ ਬਾਰੇ ਜਾਣਕਾਰੀ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਹੇਠ ਲਿਖੀਆਂ ਸੰਸਥਾਵਾਂ ਨੂੰ ਫੋਨ ਕਰੋ।

India Rainbow Community Services of Peel 905-275-2369, www.indiarainbow.org, Malton Neighbourhood Services 905-677-6270, www.mnsinfo.org

Spanish

Este folleto ofrece información acerca de los servicios Municipales y Regionales y de la gran variedad de actividades como arte, recreación y deportes para todas las edades. La interpretación de este folleto esta disponible en la siguiente agencia: **Catholic Crosscultural Services 905-273-4140, www.ccspeel.org, Polycultural Immigrant & Community Services 905-403-8860, www.polycultural.org**

Tagalog (Interpretation also available in Korean)

Ang talaan na ito ay naghahandog ng impormasyon ukol sa mga serbisyo ng lunsod at kapaligiran at gayun din sa mga iba't-ibang gawain sa sining, pang-libangan at pang-kalakasan para sa bata at matanda. Interpretasyon ukol sa talaan na ito ay maaaring kunin sa mga sumusunod na ahensiya: **Catholic Crosscultural Services 905-273-4140, www.ccspeel.org, Polycultural Immigrant & Community Services 905-403-8860, www.polycultural.org**

Urdu (Interpretation also available in Hindi, Tamil)

یہ کتابچہ شہر اور علاقائی سروسز اور ہر عمر کے افراد کیلئے تفریح، کھیل اور آرام کی سہولیات کے متعلق معلومات مہیا کرتا ہے۔ اس کتابچے کے بارے میں مندرجہ ذیل ادارہ/اداروں سے مزید معلومات حاصل کی جاسکتی ہیں۔

Malton Neighbourhood Services 905-677-6270, www.mnsinfo.org, Polycultural Immigrant & Community Services 905-403-8860, www.polycultural.org

IMPORTANT NUMBERS

**Accessibility for Ontarians
with Disabilities Act (AODA)**

Phone: 1-866-515-2025

TTY: 1-800-268-7095

Canadian Diabetes Association

1-800-226-8464

Canadian Hearing Society Peel Region

Phone: 905-608-0271

TTY: 905-608-1691

**Canadian Paraplegic
Association Ontario**

1-877-422-1112

Canadian Red Cross

905-890-1000

**City of Mississauga Customer
Contact Centre**

3-1-1 (905-615-4311 outside of city limits)

**CNIB – Canadian National
Institute For The Blind**

Phone: 1-800-563-2642

TTY: 416-480-8645

Emergency Management Ontario

1-877-314-3723

Insurance Bureau of Canada

1-800-387-2880

Ministry of Health & Long Term Care

INFO line: 1-877-234-4343

Mississauga Animal Services

905-896-5858

Mississauga Emergency Management Office

905-615-3200 extension 5348

Mississauga Fire and Emergency Services

905-615-3777

MiWay – the new Mississauga Transit

CityLink: 905-615-4BUS (4287)

TTY: 905-615-3886

**Multiple Sclerosis Society of Canada –
Toronto Chapter and Ontario Division**

1-866-922-6065

Ontario Seniors' Secretariat

Phone: 1-888-910-1999

TTY: 1-800-387-5559

Peel Regional Police

905-453-3311

Region of Peel Health Services

905-799-7700

Telehealth Ontario Info Line

1-866-797-0000

TransHelp

905-791-1015

Trillium Health Partners

The Credit Valley Hospital 905-813-2200

Mississauga Hospital 905-848-7100

Queensway Health Centre 416-259-6671

PREPARING AN EMERGENCY KIT

It is important to always be prepared in case of an emergency situation. Part of your strategy should include preparing an emergency kit. The general guideline is to have enough supplies and provisions for each member of your family or group to last 72 hours. The list below features some of the necessary items you should include in you emergency kit:

FOOD

- Enough food for each person for at least 72 hours
- It is important to consider dietary requirements when selecting which foods to include in your emergency kit
- Non-perishable food such as:
 - Peanut Butter (beware of peanut allergies)
 - Canned meats
 - Canned vegetables
 - Canned Fruits
- Powdered foods (take into consideration that these products will require water):
 - Milk
 - Pasta dishes
- Comfort foods (can help alleviate stress):
 - Chips
 - Chocolate bars
 - Cookies



WATER

- 4 litres per day for each person:
 - 2 litres for drinking
 - 2 litres for cooking/hygiene
- Consider buying water purification tabs which can purify water (these can be bought at many sporting goods stores). Always follow the manufacturers instructions.

MEDICATIONS

- Ensure that all necessary medications are labeled (type, name, your name, doctor's name, reason for medication)
- Include copies of your prescriptions and the contact information from the prescribing doctor

ALWAYS CHECK EXPIRY DATES ON ALL FOODS, WATER AND MEDICATIONS

PREPARING AN EMERGENCY KIT

TOOLS AND SUPPLIES

- Crank radio
- Flashlights
- Extra batteries for flashlights and other electronics
- Lamp
- Rope (could be used for a clothes line)
- Deck of cards
- Paper and pencils/pens
- Map of the area
- Personal hygiene products
- Bucket
- Strong tape (duct tape or electrical tape)
- A standard corded phone
(cordless phones may not work if the power is out)



CLOTHING AND BEDDING

- Comfortable clothing for each member of your group or family
- Have enough clothing so that each person may change into clean clothes
- Consider the time of year; you may also want to include a jacket for each person
- Blankets
- Pillows
- Sleeping bag

GENERAL ITEMS

- Photocopies of important documents (identification, passport, prescriptions, etc.)
- Recent photo of you and your family members
- Place all paper materials in a waterproof bag to prevent water damage

SHELTERING IN PLACE

In an emergency situation, it may be necessary to shelter in place. This means that the emergency situation may be developing quickly and it has been determined that there is not enough time to complete an evacuation. Here are some tips if you are required to remain in your residence:

- Locate your emergency kit
- Monitor television and radio channels for updates
- Turn off air conditioning unit and close floor vents (in case of a hazardous material emergency)
- Ensure that you have a standard landline phones plugged in
- Have a list of your medications and monitor your quantities
- Fill bathtubs with water (if there is a power outage you can use this as a water source)
- Contact family members to update them on the situation
- Do not evacuate unless you are informed by the authorities
- Keep windows, doors, and vents closed

PETS AND EMERGENCIES

It is important to consider your pets during an emergency situation. Here is a list of items that you should consider including in your emergency kit if you have a pet.

- Enough food and water for 72 hours
- Collar with name tags
- Litter and litter pan
- Leash/ kennel/ cage
- Toys (help reduce your pet's stress level)
- Medications your pet may require
- Documentation of ownership, vaccinations (if not labeled on collar tags), and license (if required by your municipality)
- A recent photo of you and your pet



PAST EMERGENCIES THAT IMPACTED MISSISSAUGA

EVENT	DATE	DETAILS
<i>Pandemic Influenza</i>	Began: April 1, 2009 Ended: February 1, 2010	Nationwide: 8,582 hospitalizations 1,448 Intensive Care Unit 425 deaths
<i>Cawthra Road Microburst (power outage)</i>	July 12, 2009 @ 9:30 a.m.	Mississauga: affected residents surrounding the Carmen Corbasson Community Centre
<i>Listeria Outbreak</i>	August 1, 2008	Nationwide: Spread through contaminated meat products 22 people died and there were 57 total confirmed cases
<i>Blackout</i>	August 14, 2003	Across Ontario, Midwest and Northeast USA: 50 million people affected, over 9 million affected in Ontario
<i>Epidemic - SARS (Severe Acute Respiratory Syndrome)</i>	Began: March 13, 2003 Ended: August 31, 2003	Nationwide: 375 cases and 44 deaths (GTA most affected)
<i>Storms/Severe Weather</i>	April 20 - 21, 2000	Southern Ontario: 40mm of precipitation, 80 km/h winds, sewer backups and road washouts
<i>Winter Storm</i>	Began: December 10, 1995 Ended: December 11, 1995	South Ontario: 1015cm of snow, 90 km/h winds, -40°c. (Highways, shopping centres and bridge closures) 1 death and 50 evacuated
<i>Storms/Severe Weather</i>	Began: July 13, 1995 Ended: July 15, 1995	Southern Ontario: Severe storms caused approximately \$56,910,000.00 in damages
<i>Train Derailment/ Hazardous Chemical Release</i>	Began: November 10, 1979 Ended: November 16, 1979	Mississauga: Train derailed causing fire. Risk of chlorine and explosion, 225,000 evacuated
<i>Air Transportation Accident</i>	July 5, 1970	Pearson International Airport: Engine failure during landing causes plane to crash, 109 deaths

ACCESSIBILITY

It is important to consider accessibility options before an emergency occurs. Here are some questions you need to ask yourself and some tips on how to be prepared.



1) Do I know where the fire exits are in my home/building? Are they accessible to me?

- a) Locate emergency exits in your building/home and ensure that you know the quickest route to them.
- b) Always check to see if the emergency exits are accessible to you. In an emergency you may not be able to use the elevators; you may need a neighbour's assistance to get down stairs. Ensure that you have identified neighbours to help you and train them in how they can assist you in an emergency.

2) Does my wheelchair require batteries/charging?

- a) Be sure to pack an extra battery in your emergency kit OR ensure that you always have a fully charged battery on standby.

3) Where do I go if evacuating the building/home?

- a) Make sure that you and your family have a plan as to where to meet after leaving the home and how to exit the home safely (which exits are designated the safest).
- b) Ensure that you are aware of your buildings evacuation plan, and know where the meeting point is after a building evacuation.

4) Is my landlord aware of the assistance I may require?

- a) Speak to your landlord. Describe to them the level/type of assistance you may require during an emergency. Let them know how they can help and that you have a plan in place.

5) Does my building/home have an emergency evacuation chair?

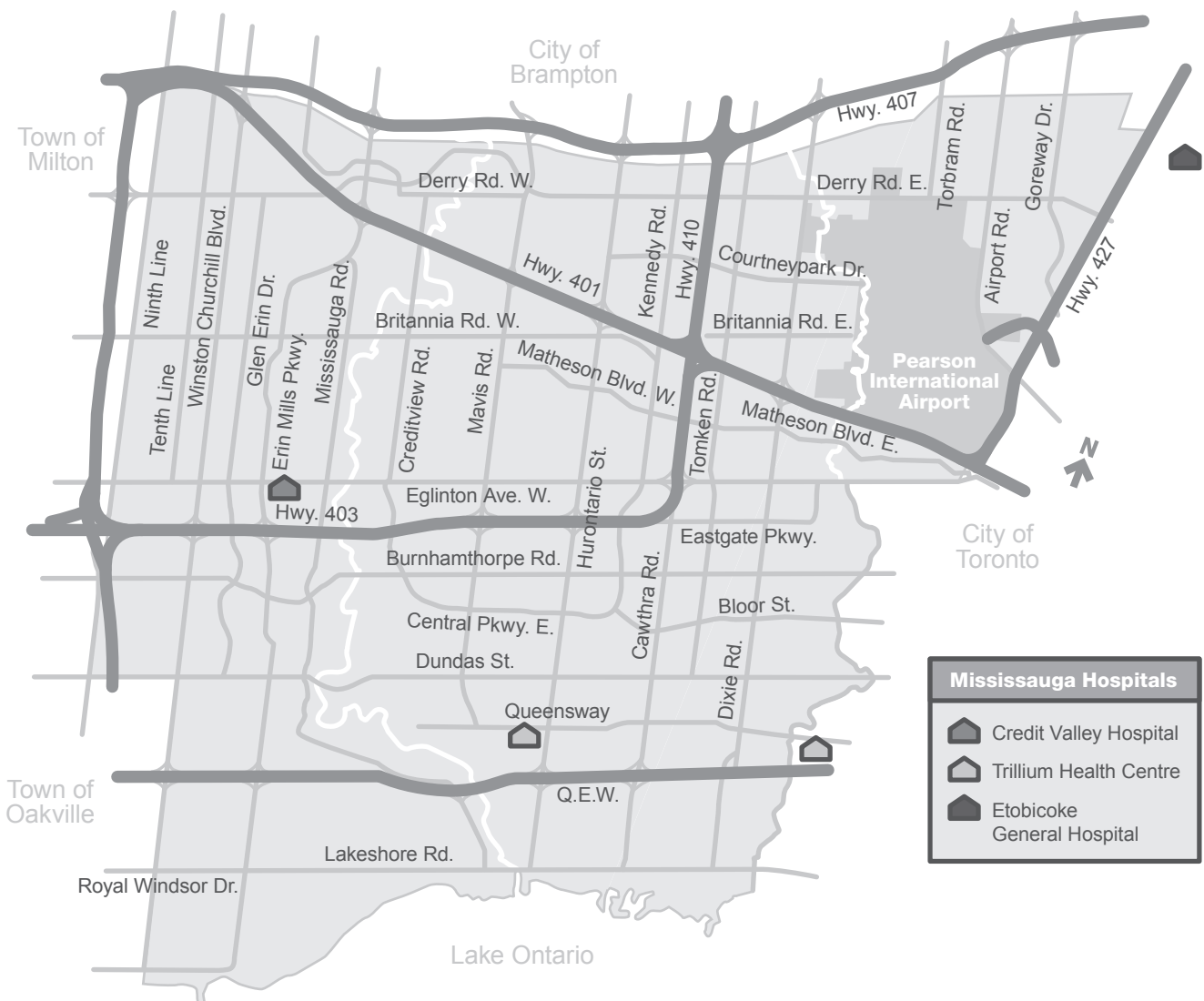
- a) If not - Make a request to your landlord to have one installed and ensure that training is received.
- b) If so - Ensure that you are aware of the location of the emergency evacuation chair and that people are trained on how to use it.

NOTE: EMERGENCY PERSONNEL SUCH AS FIRE FIGHTERS ARE TRAINED ON HOW TO EVACUATE PERSONS WITH DISABILITIES (FOR EXAMPLE, HOW TO DO VARIOUS LIFT TECHNIQUES).

TRANSIT OPTIONS

MiWay, the City of Mississauga transit system, is 100% accessible in Mississauga. All MiWay buses are equipped with low-floor kneeling buses with ramps that allow passengers to board and exit with ease; two wheelchair/scooter securement areas located at the front of the bus; and voice and visual stop announcement systems to announce and display pre-recorded stop information. Information is also displayed visually over onboard display signs.

HOSPITAL LOCATIONS



NOTES

EMERGENCY CONTACTS

Post a copy on your refrigerator or cut out a copy and place it in your wallet

Name of Contact: _____ Relationship: _____ Phone #: _____ Email: _____ Address: _____ _____	Name of Contact: _____ Relationship: _____ Phone #: _____ Email: _____ Address: _____ _____
Name of Contact: _____ Relationship: _____ Phone #: _____ Email: _____ Address: _____ _____	Name of Contact: _____ Relationship: _____ Phone #: _____ Email: _____ Address: _____ _____
Name of Contact: _____ Relationship: _____ Phone #: _____ Email: _____ Address: _____ _____	Name of Contact: _____ Relationship: _____ Phone #: _____ Email: _____ Address: _____ _____
Name of Contact: _____ Relationship: _____ Phone #: _____ Email: _____ Address: _____ _____	Name of Contact: _____ Relationship: _____ Phone #: _____ Email: _____ Address: _____ _____



 *Is your family prepared?*
Bee Prepared!
www.mississauga.ca